



**DEPARTMENT OF CORRECTIONS
MONTANA STATE PRISON
OPERATIONAL PROCEDURE**

Procedure No.: MSP 1.1.2	Subject: OPERATIONAL PROCEDURE MANAGEMENT	
Reference: DOC Policy No. 1.1.2		Page 1 of 4, plus 3 attachments
Effective Date: January 15, 1997	Revision: (new effective date)	May 13, 2009
Signature / Title: /s/ Mike Mahoney / Warden		

I. PURPOSE

To provide staff effective and efficient guidance on all operational aspects of MSP through the development and distribution of consistent and timely operational procedures that are based on law and the standards of modern correctional management.

II. DEFINITIONS

Effective Date - the original date of implementation. A revision date supercedes the original effective date.

Operational Procedure - a written document that specifies what needs to be done and why, articulating the intended outcome or expected results.

Operational Procedure Bulletin - an electronic or hard copy memorandum sent out to inform staff and/or inmates that an operational procedure has been developed, revised, or rescinded.

Management Staff - the Warden, Deputy Warden, Associate Wardens, MCE Administrator, Security Major, Captains, Unit Managers, and department heads.

Restricted Operational Procedure - an operational procedure that is not available to inmates and/or the public because the information could be used to compromise the safety of the public, staff, or inmates or to jeopardize the security and/or orderly operation of MSP.

Revision Date - the date that an operational procedure was officially revised. The revision date indicates the effective date of changes in operational procedure. A revised operational procedure supersedes all previous versions.

Subject Matter Expert (SME) - a staff member who is recognized as having expertise in a specific area, operation, or function.

Work Group - a committee appointed to develop, review, or revise a specific MSP operational procedure that is chaired by the Subject Matter Expert. (4-4004).

III. PROCEDURES

A. Functions of Operational Procedure

1. Promotes professionalism, efficiency, and consistency by serving as a source for the development of staff training programs.
2. Introduces new or better practices.
3. Establishes a basis for the measurement of staff performance.
4. Documents the official position of MSP and how it operates.
5. Provides consistency and uniformity in operations.

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6. Provides the basis for staff decisions and the completion of tasks in work situations.

B. Conditions/Requirements/Restrictions

1. Operational procedures will be distributed in either hard copy or electronic form; however the only official MSP operational procedures are those with the Warden's signature.
2. Under no circumstances are restricted operational procedures to be released to the public or inmates.
3. Operational procedure will only be developed to address issues of a continuing or permanent nature.
4. Operational procedure will not be issued by directive or memorandum, and new or revised operational procedures will rescind any preceding operational procedure or related operational procedure language, instructions, letters, directives or memoranda covering the same content.
5. Each employee must be provided with access to operational procedures while on duty.
6. New or revised operational procedures will be in compliance with DOC policy requirements. If MSP operational procedure language conflicts with DOC policy requirements the DOC policy will apply.
7. MSP operational procedure may provide additional direction with respect to the implementation of DOC policy, based upon considerations that are unique to MSP operations. Procedures provide staff with directions to carry out and articulate MSP operational procedure through discretionary practices.
8. If the supervisor of a department or program finds that portions of a DOC policy are too burdensome, contradict accepted correctional standards, or violate statute, they must notify the Warden, who will notify the DOC Policy Unit that corrective action may need to be taken.
9. Operational procedures remain in effect until they are rescinded or revised.
10. The language of operational procedures is clarified as follows: "must", "must not", "will", "will not", "will" and "will not" are mandatory; and "may" or "should" are permissive and subject to given conditions.
11. The format for operational procedures outlined in DOC 1.1.2 will be used in the development and revision of MSP operational procedures.

C. Proposals for Development of New or Revised Operational Procedures

Proposals for the development of any new operational procedure, or an operational procedure revision, must be submitted to the MSP Policy Officer in writing, utilizing e-mail or a memo. (4-4004).

D. Operational Procedure Review

1. If a staff member wants to submit comments concerning the applicability or utility of an operational procedure they must do so in writing by filling out a *Operational Procedure Comment Form (attachment A)* and forwarding it to the MSP Policy Officer who will maintain it in the operational procedure history file. These comments will be considered the next time the operational procedure is reviewed. (4-4004).
2. DOC 1.1.2 identifies the DOC policy annual review process.
3. At the direction of the MSP Policy Officer, subject matter experts will conduct reviews of MSP operational procedures utilizing an *MSP Subject Matter Expert Operational Procedure Review Form (attachment B)*. In most cases, they must review the

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corresponding MSP operational procedure(s) within 30 days of the corresponding DOC policy review date.

E. Operational Procedure Development and Implementation

1. The MSP Policy Officer, in consultation with the Deputy Warden or designee, will identify a SME and/or assign a work group to formulate a draft operational procedure.
2. The SME or work group chairperson and the MSP Policy Officer will determine the protocol on drafting the new or revised operational procedure.
3. When the work group has completed drafting the operational procedure the SME will forward it in electronic form to the MSP Policy Officer, who will review it for compliance with applicable standards and consistency with other operational procedures.
4. The MSP Policy Officer will forward the operational procedure for review by a group of designated management staff who will review it with the staff under their supervision as applicable.
5. The designated management staff will consult with the SME or MSP Policy Officer concerning questions or feedback from their review.
6. The SME and MSP Policy Officer will address the feedback, make necessary changes and forward it to the Warden for final review and signing.
7. The Warden will sign the operational procedure when it meets his/her requirements. The MCE Administrator will also sign dual signature operational procedures.
8. The effective date of an operational procedure is the date the original version of it was signed by the Warden. The revision date will vary on a case-by-case basis and will be the implementation date of the revised operational procedure.

F. Notification to Staff of New and Revised Operational Procedures

The MSP Policy Officer will notify staff when new or revised Operational Procedures are implemented utilizing an electronic and/or hard copy Operational Procedure Bulletin. Supervisors are responsible for the dissemination of Operational Procedure Bulletins to their staff.

G. Operational Procedure Rescission

1. An operational procedure is rescinded whenever it is replaced by a new operational procedure or language in another operational or DOC policy, but may be accomplished using a *Notice of Rescission Form (attachment C)*.
2. The MSP Policy Officer will retain copies of all operational procedure rescission forms and memorandums issued for revised and/or rescinded operational procedures.

H. Temporary Operational Procedures

1. In the event there is an emergent need to develop or revise an operational procedure, the Warden has the authority to establish a temporary operational procedure.
2. A temporary operational procedure may remain in effect up to 90 days, during which time it will be processed in accordance with procedures outlined in section E above.
3. A temporary operational procedure will state in the header on page one that it is a temporary operational procedure.

I. Restricted Operational Procedures

1. Specified operational procedure will be restricted from general distribution to help ensure the safety and security of the public, staff, and inmates.

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2. All pages of restricted operational procedure will be clearly marked "restricted".
3. The MSP Policy Officer will maintain strict controls regarding the release of restricted operational procedures.
4. Restricted operational procedures must only be stored and read in areas that are secure from inmate access, and must never be viewed, handled by, or discussed in the presence of inmates or ex-inmates.
5. The MSP Policy Officer will establish a distribution list and procedural guidelines for the distribution of restricted operational procedures.

- J. Operational Procedure Audits
Operational procedures may be reviewed in conjunction with periodic monitoring and auditing efforts.

IV. CLOSING

Questions concerning this operational procedure should be directed to the MSP Policy Officer.

V. ATTACHMENTS

MSP Operational Procedure Comment Form	attachment A
MSP Subject Matter Expert Operational Procedure Review Form	attachment B
MSP Notice of Rescission Form	attachment C

MSP OPERATIONAL PROCEDURE COMMENT FORM

Date: ____ / ____ / ____

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

(If you need more than one page, please duplicate this form and mark them page 1 of – page 2 of, etc).



MSP SUBJECT MATTER EXPERT OPERATIONAL PROCEDURE REVIEW FORM

Reviewed: _____
(Number) (Title)

Expert: _____
(Name) (Position/Title)

1. Does the operational procedure meet its objectives? ☐ Yes ☐ No

Comments:

2. Is non-compliance an issue? ☐ Yes ☐ No **If so, what are the reasons for non-compliance?**

3. Does the operational procedure continue to do what it was developed to do? ☐ Yes ☐ No

Comments:

4. Has there been a significant change to the DOC policy that governs this operational procedure?

☐ Yes ☐ No **If so, please explain:**

5. Is its relationship to other operational procedures clear and consistent? ☐ Yes ☐ No

Comments:

MSP Subject Matter Expert Operational Procedure Review (continued)

- 6. During the review process, was anyone else consulted as a subject matter expert?** ☐ Yes ☐ No
If yes, please give the name of the person(s).

Name: _____ Position/Title: _____

Name: _____ Position/Title: _____

Name: _____ Position/Title: _____

- 7. How does the operational procedure comply with ACA standards?**

- ☐ Fully compliant
☐ Partially compliant
☐ Non-compliant

Comments:

- 8. General Comments/Concerns:**

Subject Matter Expert Signature

Date



<i>(Number)</i>	<i>(Title)</i>
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<i>(Number)</i>	<i>(Title)</i>
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Effective Date of Rescission: _____

[illegible]

Date

